



MINISTRY OF LABOUR
ANNUAL REPORT

1999
2000



**British Columbia Ministry of Labour
ANNUAL REPORT - 1999/2000**

1.

To The Honourable Garde B. Gardom
Lieutenant Governor
Province of British Columbia

May It Please Your Honour:

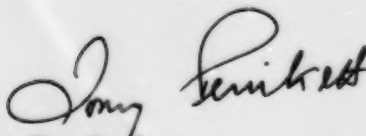
It is my pleasure to submit to you the annual report of the
Ministry of Labour of the Province of British Columbia for the
period April 1, 1999 to March 31, 2000.

Honourable Joy MacPhail
Minister of Labour

To Honourable Joy MacPhail
Minister of Labour
Province of British Columbia

Minister:

I have the honour to submit the annual report of the
Ministry of Labour for the fiscal year beginning
April 1, 1999 and ending March 31, 2000.

A handwritten signature in dark ink, appearing to read 'Tony Penikett', is written above the printed name.

Tony Penikett
Deputy Minister
Ministry of Labour

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Ministry Mandate

The Ministry of Labour regulates and promotes safety, health, fairness, and equity in the workplace.

In cooperation with employers, working people and their organizations, the Ministry:

- *Establishes the legislative framework for labour relations;*
- *Promotes, develops, and enforces occupational health and safety and labour standards;*
- *Assists in preventing and resolving workplace disputes;*
- *Advances policies and programs to support workplace training and adjustment;*
- *Ensures that employment pension plans meet basic standards in providing retirement income for workers and retired persons; and*

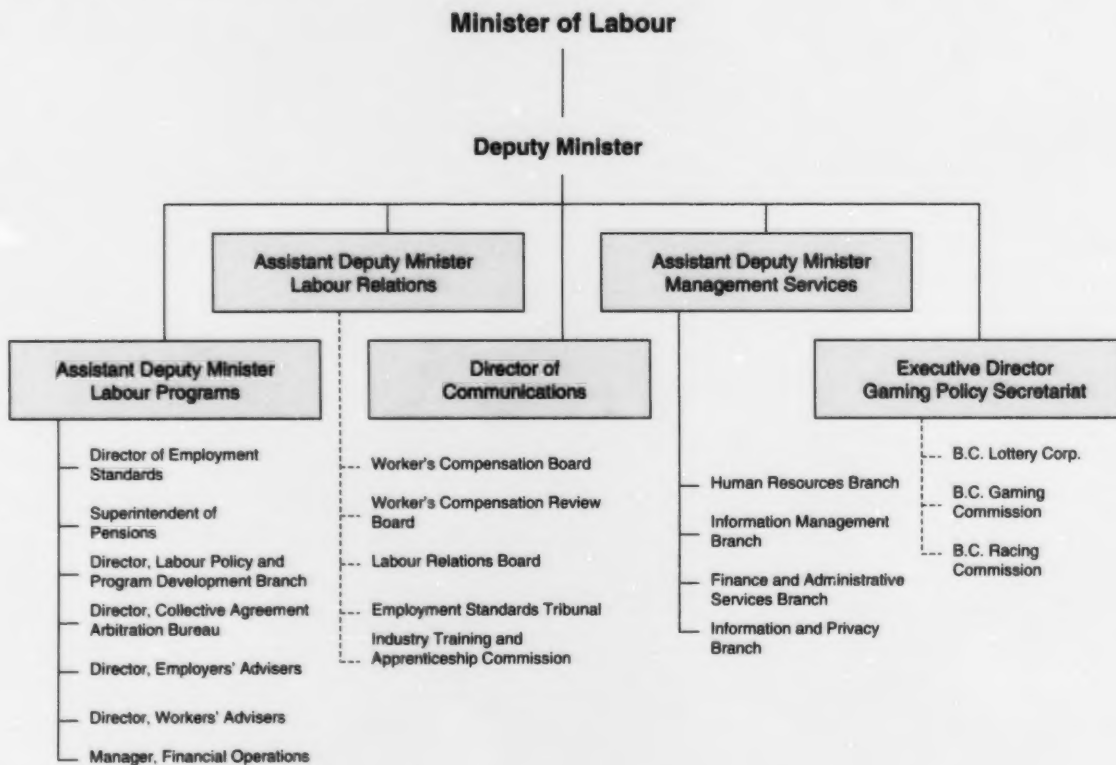
The Minister of Labour is also responsible for gaming in British Columbia.



BRITISH
COLUMBIA

Ministry Organization

Effective March 31, 2000



At March 31, 2000, the Minister of Labour was also Minister responsible for the British Columbia Ferry Corporation and the Insurance Corporation of British Columbia

Ministry of Labour Budget (\$000's)

	1998/1999		1999/2000		2000/2001	
	Actual	FTEs	Actual	FTEs	Budget	FTEs
LABOUR RELATIONS AND LABOUR PROGRAMS						
Administration (inc. Ministry Executive) ¹	3,091	20	3,543	23	4,288	23
Communications	248	3	269	4	317	4
Employment Standards	9,761	140	9,913	135	10,924	148
Skills Development & Fair Wage Team	733	15	708	14	705	14
ESB Tribunal	661	4	711	5	713	5
Pension Standards	571	8	552	8	615	8
Collective Agreement Arbitration Bureau	146	3	162	2	153	2
Policy & Legislation	671	10	492	10	630	10
Total	15,882	203	16,350	201	18,345	214
INDUSTRY, TRAINING & APPRENTICESHIP COMMISSION ²	26,226	3				
LABOUR RELATIONS BOARD	7,701	86	7,456	86	7,632	86
WORKERS' COMPENSATION REVIEW BOARD AND COMPENSATION ADVISORY SERVICES						
WCRB	7,848	100	7,578	100	8,034	100
Workers Advisors	2,954	40	3,021	40	3,477	48
Employers Advisors	1,605	20	1,678	20	2,102	28
Communication/Data Systems	746	n/a	637	n/a	940	n/a
Recoveries	(13,152)	n/a	(12,913)	n/a	(14,552)	n/a
Total (Net of Recoveries)	1	160	1	160	1	176
RACING AND GAMING⁴						
BC Racing Commission					9,737	18
BC Gaming Commission					104,020	69
Gaming Policy Secretariat					34,143	12
Recoveries					(144,126)	
Total (Net of Recoveries)					3,774	99
MINISTRY TOTAL	23,584	449	23,807	447	25,978	575

1 Central support such as Human Resources, Financial Services, Information Management and FOI/Records Management, are provided by the Ministry of Education.

2 Reflects the transfer of the post-secondary technical training programs.

3 Beginning in 98/99 funds were transferred to the Ministry of Advanced Education, Training and Technology and FTE's are no longer counted in the Ministry's allocation.

4 With a government re-organization in late 1999, gaming in British Columbia became the responsibility of the Minister of Labour. Figures shown are for the full year.

Ministry Highlights: 1999/ 2000

Employment Standards

In Employment Standards, the Labour Ministry continued this year to address sector-specific issues:

Agriculture

In April 1999 employment standards changes were enacted for the agriculture sector that included streamlined calculation and payment of vacation and statutory holiday pay, wages and salary; banking of overtime for hourly and salaried workers; and, adjustments to licensing, bonding and deposit requirements for farm labour contractors.

Domestics

There are an estimated 5,000 foreign domestic workers in British Columbia. A 1998 survey conducted by the West Coast Domestic Workers' Association found that few domestic workers knew their rights under the *Employment Standards Act*, and many were working under conditions that did not meet the minimum requirements of the Act.

The B.C. *Employment Standards Act* contains a provision that requires employees working in private homes be registered with the Director of Employment Standards. In order to improve compliance with this requirement, a Regulation was enacted in September 1999 that requires employment agencies placing domestic workers to inform employers of the requirement to register domestic workers with the Employment Standards Branch. An employment agency that does not do so could lose its licence or face other penalties.

The regulation also ensures that employers who hire domestics from another country will have to register with the Employment Standards Branch before making an application to bring the employee to Canada.

Talent Agencies

Virtually all actors, performers and extras and many technical/creative people (film directors, production designers, costume designers) in B.C. use the services of talent agents. In the past several years, problems have been identified with a minority of talent agencies that include:

- Failure to pay money owing to performers
- Commissions and fees that result in performers receiving less than minimum wage
- Charging of excessive fees for photographs and/or pressuring performers to sign up for acting classes.

As the result of a year-long consultation process with talent agencies, producers, and performers, Regulations were developed to require licensing of talent agencies and establish standards for commissions, fees, and payment of wages.

Support for Eatons employees

In August 1999, Eatons announced the closure of 11 stores in B.C. with the loss of approximately 2000 jobs. The Employment Standards Branch took an active role in supporting employees' severance and health care claims. Branch staff also established and maintained liaison with the company headquarters and worked to ensure staff were kept fully informed of changes within the company.

Know your rights campaign

In January 2000, the Ministry launched an information campaign aimed at workers and employers. The goal of the campaign was to increase knowledge and understanding of the *Employment Standards Act* and reduce the number of complaints being brought to the Employment Standards Branch.

In support of the campaign, the ministry implemented an advertising campaign, produced information materials in several languages, held meetings with key stakeholders, introduced a multi-lingual telephone service for both employers and employees, and developed an enhanced, interactive Web site.

Pension Standards Act changes

The *Pension Benefits Standards Act* sets minimum standards for British Columbia pension plans in areas such as eligibility, vesting, portability, survivor benefits, employer contributions, and disclosure to members.

In June 1999 a number of amendments to the Act were introduced including:

- Technical amendments to bring BC legislation in line with recent changes to the federal *Income Tax Act*
 - Amendments to reduce the administrative costs for pension plans and allow greater flexibility in pension plan contributions
 - Authorizing the superintendent of pensions to charge fees to financial institutions for certain services provided through the Pension Standards Branch
 - Allowing employers to withdraw surplus pension funds where members consent;
 - Increasing the supervisory powers of the Superintendent of Pensions, and
 - Allowing for the suspension of early retirement benefits of members of multi-employer plans (MEP) who return to work for non-MEP employers in the same trade or occupation.
-

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Labour Programs Division

Employment Standards Branch

	1998/1999	1999/2000	2000/2001
Budget*	\$10,494,000	\$10,621,000	\$11,629,000
FTEs	155	149	162

* Includes Skills Development and Fair Wage compliance program: \$733,000 and 15 FTEs provided in 1998/99; \$708,000 and 14 FTEs in 1999/2000; and, \$705,000 and 14 FTEs budgeted in 2000/2001.

Major Responsibilities:

- Promoting compliance with the *Employment Standards Act*, which sets minimum standards of wage payments, overtime, vacation, statutory holidays, leaves, compensation for termination of employment, hours of work, employment of children and employment agencies
- Answering employee or employer inquiries, and receiving and investigating complaints of contravention of the legislation, and mediating or ordering appropriate action
- Administering and enforcing the *Skills Development and Fair Wage Act*, which applies to all publicly-funded construction projects with a pre-tender value of \$250,000 or more
- Assisting the Collective Agreement Arbitration Bureau (CAAB) by providing settlement officers to investigate differences and assist employers and trade unions prior to arbitration hearings, and
- On behalf of the Labour Relation Board, investigating violations of collective agreements and applications for certification, supervising union certification votes when required, and other matters under the *Labour Relations Code*.

Legislative Authority:

- *Employment Standards Act*
- *Skills Development and Fair Wage Act*
- *Labour Relations Code*

Mandate:

The Employment Standards Branch ensures compliance with the *Employment Standards Act*, and the *Skills Development and Fair Wage Act*, and provides services to the Collective Agreement Arbitration Bureau (CAAB) and the Labour Relations Board (LRB).

Major Clients Served:

- Employers and employees
- Employer organizations and business organizations
- Unions and professional associations
- Human resources professionals

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- Human resources professionals

1999/2000 Highlights

- Total wages recovered on behalf of employees through voluntary compliance and litigation was over \$11,300,000.
 - The Branch held 154 speaking seminars, investigated 769 variance applications and conducted 482 payroll audits.
 - The *Skills Development and Fair Wage Act* Compliance Team conducted 38 payroll audits, conducted 1,026 site visits, issued 123 compliance orders and recovered total wages in excess of \$365,000 on behalf of employees.
 - Agents on the Branch information line have been responding to an average of 3,100 calls per week
 - The information line was expanded to provide special service to employers and people for whom English is a second language.
 - As part of the 'Know Your Rights' campaign, a series of workshops on the *Employment Standards Act* were delivered aimed at providing tools to immigrant-serving agencies through out the province.
 - Following on the success in the lower mainland, the initiative in the agricultural sector was extended to the Okanagan valley.
 - Licensing for talents agents throughout the province was implemented.
 - Employment Agencies placing domestic workers became obligated to inform Employers that they are required to register the workers with the Branch.
-

Employment Standards Branch Activity Summary

Assignments	1997/1998	1998/1999	1999/2000
Employment Standards	14,553	13,835	14,441
Labour Relations Board	1,097	1,161	1,138
Collective Agreement Arbitration Bureau	387	280	471

**Employment Standards Assignments by Community
April 1, 1999 to March 31, 2000**

Community	Assignments Received	Assignments Closed*	Investigative Staff
Abbotsford	690	751	4
Burnaby	1,189	1,845	14
Port Coquitlam	788	914	5
Cranbrook	395	515	3
Courtney	442	534	3.5
Dawson Creek	491	681	2
Kamloops	596	872	5
Kelowna	1,096	1,744	7
Nanaimo	802	878	5.5
Nelson	269	346	2
Penticton	319	437	3
Prince George	909	1,227	7
Surrey	1,480	1,770	11
Terrace	284	532	3
Vancouver: East	535	764	5.8
Vancouver: West	476	599	5
Vancouver: Downtown	1,485	1,250	7.5
Vancouver: North Shore	435	556	3
Vancouver: Richmond	725	726	5
Victoria	1,035	1,291	12
Total	14,441	18,257	113.3

*Includes assignments outstanding from previous year

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Legislative Authority:

- *Pension Benefits Standards Act*

Mandate:

The Superintendent of Pensions and the Pension Standards Branch are responsible for the administration of the *Pension Benefits Standards Act*.

The Act is designed to protect the interests of British Columbia pension plan members by setting minimum standards for British Columbia pension plans in areas such as funding, disclosure to members, eligibility, vesting, survivor benefits and portability.

The Superintendent also approves locked-in Registered Retirement Savings Plan and Life Income Fund contracts offered by financial institutions.

Major Clients Served:

- Pension plan members
- Pension plan administrators

Pension Standards Branch

	1998/1999	1999/2000	2000/2001
Budget	\$571,000	\$552,000	\$615,000
FTEs	8	8	8

Major Responsibilities:

- Administering the *Pension Benefits Standards Act* and Regulation in the interests of B.C. pension plan members
- Ensuring all B.C. pension plans meet the minimum standards set out in the Act and Regulation
- Safeguarding pension plan members from undue loss by ensuring that plans are adequately funded according to standards set out in the Act and Regulation
- Providing advice and information to pension plan members and plan administrators
- Monitoring B.C. pension plans, and responding to inquiries from pension plan members, employers and their representatives and other interested parties
- Working with other Canadian pension jurisdictions to harmonize pension legislation
- Providing advice to the Minister and Superintendent on the administration of the Act and legislative changes, and promoting awareness of pensions and retirement income planning among employers and employees, through the Pension Benefits Standards Advisory Council (established under section 3 of the Act).

1999/2000 Highlights

- Registered 25 new pension plans, reviewed and identified deficiencies in 11 other new pension plans.
- Reviewed and approved the wind up of 40 terminated plans.
- Monitored all ongoing plans through the required filing of annual information returns, financial statements and actuarial

Legislative Authority:

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valuation reports. As of fiscal year end a total of 975 pension plans were registered with the Branch.

- Registered 667 plan amendments, and reviewed 470 new applications for registration of plan amendments.
 - Responded to approximately 800 written inquiries and requests for interpretation of the Act and Regulation.
 - Reviewed 36 new locked-in Registered Retirement Savings Plan (RRSP) contracts and 28 new Life Income Fund (LIF) contracts. Reviewed approximately 150 applications for approval of changes to existing RRSP and LIF contracts. As of fiscal year end the Superintendent's list of approved contracts contained 421 locked-in RRSP contracts and 222 LIF contracts.
 - Reviewed and analyzed 123 pension plan actuarial valuation reports to determine the adequacy of funding for pension benefits.
 - The Branch participated in the drafting and review of extensive amendments to the Act, and co-ordinated their passage by the Legislature and coming into force.
 - The Branch participated in the drafting and review of extensive amendments to the Regulations, and co-ordinated their approval by Cabinet and coming into force.
 - The Branch produced two bulletins describing the amendments to the Act and the Regulation, and distributed the bulletins to 1300 pension plan administrators, boards of trustees, actuaries, pension consultants, lawyers and other interested parties.
 - A few pension plans required close scrutiny during the year, with the Branch actively participating in the resolution of funding problems and other issues.
 - Staff continued to improve the Pension Standards Management Information System and database, and updated the Branch statistical report.
 - The Superintendent and staff conducted seminars and addressed several industry groups regarding requirements of the Act and rights of pension plan members.
 - The Pension Benefits Standards Advisory Council made recommendations for changes to the Act, and unanimously recommended amendments to improve member protection, reduce administrative costs, and enhance the financial health of B.C. pension plans. Some amendments to the Act were passed and brought into force during the 1998/1999 fiscal year, with more substantial changes to the Act and Regulation recommended for the following year.
 - The Superintendent represented the interests of British Columbians and the Branch through participation in the nation-wide joint forum of securities, insurance and pension regulators.
-



Mandate:

The Labour Policy and Program Development Branch provides policy advice and program development support to senior ministry officials, the Labour Programs and Labour Relations divisions, and other program areas of the ministry, regarding all acts and policies of the Ministry of Labour.

Major Clients Served:

- Minister of Labour and Cabinet
- All program areas in the Ministry of Labour

Labour Policy and Program Development Branch

	1998/1999	1999/2000	2000/2001
Budget	\$671,000	\$492,000	\$630,000
FTEs	10	10	10

Major Responsibilities:

- To provide labour related information, research and analysis to Ministry Executive, the Minister, senior officials and associated boards and commissions.
- To develop legislation and legislative amendments, including all regulatory changes.
- To provide labour-related information to internal and external stakeholders and the general public.
- To provide legislative and policy expertise to labour programs management and staff.
- To provide corporate services to the Ministry including:
 - Coordination and development of corporate materials such as Estimates materials, Canadian Association of Administrators of Labour Legislation (CAALL) materials and Briefing Binders
 - With other ministries, coordination and development of cross provincial initiatives such as 'One Stop Shopping,' 'Paper Reduction,' Business Task Force
 - Federal-provincial consultations
 - International labour law and policy consultations (International Labour Organization, North American Agreement on Labour Cooperation, World Trade Organization)
 - Strategic and business planning, development of performance measures
 - Drafting/administration of Minister's correspondence;
 - Provision of library services for Ministry and public;
 - Development and publication of BC Labour Directory; and
 - Monitoring/data collection of certain labour statistics (i.e. work stoppages, group lay offs).

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 - Strategic and business planning, development of performance measures
 - Drafting/administration of Minister's correspondence;
 - Provision of library services for Ministry and public;
 - Development and publication of BC Labour Directory; and
 - Monitoring/data collection of certain labour statistics (i.e. work stoppages, group lay offs).

Major Ongoing Program Activities:

- Consultation with stakeholders on employment standards program issues.
- Development of reports to Ministry Executive, Treasury Board and other Cabinet Committees on policy implications of proposed legislative changes.
- Development of legislation and regulations.
- Development of business plans and appropriate performance measures for the Ministry.
- Stakeholder consultation regarding Royal Commission on Workers' Compensation system recommendations.

1999/2000 Highlights

- Worked with stakeholders and ESB staff to develop amendments to the ESA regarding talent agents. The Director of ESB now has authority to recover unpaid wages from a talent agency in the same way wages can be recovered directly from an employer. This legislative change addressed complaints from actors advising that agents were not paying them their earnings.
 - Worked with the Superintendent of Pensions to develop amendments to the *Pension Benefits Standards Act* to provide greater flexibility to pension plan managers and greater consumer protection to beneficiaries. Also developed ancillary regulations to better implement the statutory changes.
 - Initiated review of the recommendations of the Royal Commission Report on the Worker Compensation System in BC. Continued to work with the WCB in identifying operational changes that could proceed without legislative change and analysed the legislative options to provide information to the Minister. Developed legislative amendments to implement the Commission's recommendations to increase the funeral expenses to beneficiaries where a workplace death has occurred.
 - On behalf of the Province, and as part of the Canadian response, provided feedback and reports to the International Labour Organization (ILO) on the following topics:
 - Extreme forms of child labour
 - Occupational health and safety, and
 - Forced labour.
-

Financial Operations Branch

The Manager of Financial Operations is responsible for forecasting, monitoring and reporting on the budget for the Ministry of Labour. This includes the preparation of executive financial summary documents, expenditure and revenue reports, decision papers and other material required to reconcile and assist the annual budget process.

The Manager, along with one support staff, works closely with the Management Services Division to ensure ministry requirements are planned and met in the areas of expenditures and revenue, trust accounts, facilities, vehicles and data systems, and in the management of FTEs (staffing allocations measured as 'full-time equivalents').

Collective Agreement Arbitration Bureau

	1997/1998	1998/1999	1999/2000
Budget	\$146,000	\$162,000	\$153,000
FTEs	3	3	2

Major Responsibilities:

- Appointing settlement officers and arbitrators to resolve grievances between employers and trade unions during the term of a collective agreement.
- Training and educating arbitrators and settlement officers.
- Researching and publishing information concerning arbitration and settlements.
- Maintaining a register of arbitrators.

A joint advisory committee appointed by the Minister of Labour under Section 83 of the *Labour Relations Code* provides advice to the Director on these matters.

Activity Summary:

Applications Received by Labour Relations Code Section

Application Type	1997/1998	1998/1999	1999/2000
Section 86: arbitrator appointments	111	94	120
Section 87: settlement officer	234	202	227
Section 104: expedited arbitration	676	616	646
Section 105: mediator-arbitrator	12	9	5
Total	1,033	921	998

Legislative Authority:

- *Labour Relations Code*, Sections 83, 86, 87, 104 and 105

Mandate:

The Collective Agreement Arbitration Bureau (CAAB) was established under Section 83 of the *Labour Relations Code* to ensure that unresolved mid-contract disputes between employers and trade unions are settled fairly and promptly.

The Bureau receives applications by either party, under specific sections of the Code, to appoint an arbitrator (Section 86), appoint a settlement officer to assist the parties in settling the difference (Section 87), resolve a difference by expedited arbitration (Section 104) and refer a grievance to a mediator-arbitrator for an expeditious and informal resolution (Section 105).

Major Clients Served:

- Trade unions and councils of trade unions
- Employers and employer bargaining associations



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- Employers and employer bargaining associations



1999/2000 Highlights**Section 87: appointment of a settlement officer**

- Approximately 6 out of 10 cases resulted in a settlement.

Section 104: expedited arbitration

- 75 percent of cases resulted in a settlement rather than an arbitrator's award.
- Applications were received from a wide variety of industries, with 36 percent from the public sector.
- Applications were received from bargaining units of all sizes, but 43 percent of cases were from bargaining units of more than 100 members.

Expedited Arbitration Applications by Type of Grievance (Sec. 104)

Grievance type	1997/1998	1998/1999	1999/2000
Benefits Entitlement	65	57	49
Class Size	9	3	0
Contract Interpretation	3	5	10
Discipline/Dismissal	198	177	81
Hours of Work/Scheduling	29	37	33
Job Classification/Pay Rate	26	28	20
Job Postings/Selection	75	71	61
Layoff/Displacement	35	31	24
Management Rights	3	8	47
Non-payment of Dues	41	39	39
Payment of Wages	28	17	61
Suspension/Reprimand	46	47	81
Work Jurisdiction	48	33	24
Other	70	63	27
Total	676	616	646

Requests for a Settlement Officer by Type of Grievance (Sec. 87)

Grievance Type	1997/1998	1998/1999	1999/2000
Benefits Entitlement	8	15	18
Contract Interpretation	2	0	2
Discipline/Dismissal	69	51	39
Hours of Work/Scheduling	14	14	15
Job Classification/Pay Rate	16	20	8
Job Postings/Selection	24	28	48
Lay-Off	21	8	5
Management Rights	2	2	14
Non-payment of Dues	5	6	4
Payment of Wages	21	11	23
Suspension/Reprimand	21	23	35
Work Jurisdiction	10	19	10
Other	21	5	3
Total	234	202	227

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Expedited Arbitration Applications by Type of Grievance (Sec. 104)

Grievance type	1997/1998	1998/1999	1999/2000
Benefits Entitlement	65	57	49
Class Size	9	3	0
Contract Interpretation	3	5	10
Discipline/Dismissal	198	177	81
Hours of Work/Scheduling	29	37	33
Job Classification/Pay Rate	26	28	20
Job Postings/Selection	75	71	61
Layoff/Displacement	35	31	24
Management Rights	3	8	47
Non-payment of Dues	41	39	39
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Payment of Wages	21	11	23
Suspension/Reprimand	21	23	35
Work Jurisdiction	10	19	10
Other	21	5	3
Total	234	202	227

Referrals by Industry Sector (Section 86, 87, 104 and 105)

Industry Sector	1997/1998	1998/1999	1999/2000
Accom./Food & Bevg. Serv.	137	145	148
Agriculture	6	5	0
Banking/Finance/Insurance	19	9	6
Business & Consulting Services	1	0	8
Communications & Utilities	7	11	15
Construction	71	63	50
Fishing	7	7	0
Logging & Forestry (Woodlands)	3	6	6
Mining/Quarrying	114	51	44
Manufacturing	30	21	35
Food/Beverage/Tobacco	10	20	13
Wood	27	28	43
Pulp & Paper	9	2	4
Printing & Publishing	18	45	16
Oil Products/Metals/Chemicals	13	14	8
Equipment Manufacture/Repair	31	32	30
Retail Trade	91	61	93
Transportation/Storage	77	62	93
Wholesale Trade	8	7	15
Film & TV Productions	7	12	9
Provincial Government	4	6	8
Municipal Government	84	90	73
Primary & Secondary Education	109	82	45
Post-Secondary Education	27	32	45
Health & Social Services	57	47	158
Miscellaneous	46	63	10
Total	1,013	921	998

Legislative Authority:

- *Workers Compensation Act*

Mandate:

Workers' Advisers are appointed under Section 94 of the *Workers Compensation Act* to advise and assist clients in resolving their problems with the Workers' Compensation Board (WCB).

Major Clients Served:

- Injured workers who have WCB claims, their dependants and survivors
- Professional associations, union representatives, and injured workers' associations

Workers' Advisers Branch

	1998/1999	1999/2000	2000/2001
Budget*	\$2,954,000	\$3,021,000	\$3,477,000
FTEs	40	40	48

*Under Section 94 of the *Workers Compensation Act*, the Ministry's Compensation Advisory Services branches (Workers' Advisers and Employers' Advisers) are funded through recoveries from the Workers' Compensation Board (WCB) Accident Fund.

Major Responsibilities:

- Workers' Advisers provide specialized and independent advice regarding the appeal systems and matters involving the interpretation of the *Workers Compensation Act*.
- Advisers meet with senior WCB officials to resolve claims issues and avoid unnecessary appeals.
- Clients are provided with representation in cases involving complex legal, medical or policy issues where there is no alternative representative, and where there is merit.
- Advisers provide independent advice and assistance on occupational health and safety matters.
- Advisers make recommendations to the Panel of Public Administrators on matters of WCB policy, practice and systemic issues.
- Advisers provide training to public groups on various aspects of the Workers Compensation system.

Mission Statement:**As an independent advisory body:**

- To work towards an equitable and just system of Workers' Compensation which fairly serves the needs of workers and their dependants in a timely fashion; and
- To provide high quality services to the public and clients in a responsive, innovative and non-bureaucratic environment.

Major activities in a high volume, client demand driven environment include:

- Performing claim file reviews to determine issues, analyze evidence, correct errors, and gathering evidence to assess appeal merit.
- Providing independent, expert oral and written advice to injured workers and their dependants on complex appeal and claims issues, WCB policies, and the interpretation of the Act.
- Assisting clients with reconsideration requests and problem-solving with the WCB.
- Providing direct assistance to clients with their appeal preparation.
- Conducting telephone and personal interviews and regional visits.
- Providing written submissions in support of injured workers' appeals to the Appeal Tribunals.
- Preparing and making oral representations on appeal to the Appeal Tribunals.
- Providing constructive feedback to local WCB management on service problems faced by clients.
- Providing advice and assistance to workers on Part 3 of the *Workers Compensation Act*.
- Preparing and presenting effective training to professional associations, unions, injured workers' groups and government.
- Researching and preparing advice to senior WCB management and the Panel of Administrators on policy and practice issues.

1999/2000 Highlights

- Prioritized and participated in policy reform, advised on public consultation, and assisted with policy reviews.
- Assisted the public in accessing and understanding the Report of the Royal Commission on Workers' Compensation.
- Assisted other jurisdictions (national and international) with information on the Worker Adviser model of service to the public.

Internal Audit Report

"...the audit found that branch processes for recording and monitoring expenditures generally result in accurate and complete information. Some minor areas for improvement were identified, and the branch has already implement several of our recommendations."

Training Feedback...

"Great to know in all work places and will be taking it back to our local."

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"I found the course very instructive. Information great and needed"

"Excellent course overall; good material; methodically presented."

- Completed the review of training modules to improve province-wide training for injured workers, unions, professional associations, etc., tested 2 new basic modules and initiated a training committee of union representatives to develop and deliver future training.
 - Implemented the WCB's new e-file system throughout all branch offices and trained staff on its use.
 - Provided specific feedback to the WCB on its Case Management model of service to injured workers.
 - Raised systemic and administration problems with WCB management to attempt to resolve issues of delay, entitlement, and service delivery.
 - Centralized Bill 14 inquiries to better estimate future demand from the new legislation.
 - Developed new plain language fact sheets and a brochure to describe the new provisions of Part 3 of the *Workers Compensation Act*.
 - Initiated a survey of widows and dependants in preparations for policy reform submissions to the Senior Executive Committee and the Panel of Administrators.
 - The Branch requested and participated in an in-depth audit of its finance and operations by the Office of the Comptroller General.
 - The Branch prepared and submitted a three year business plan which incorporated several audit recommendations.
-

Activity Summary:

	1997/1998	1998/1999	1999/2000
Workers' Inquiries	98,939	92,457	98,689
Total Active Files	20,622	22,139	23,249
WCRB Board Hearings	254	215	217
WCRB Submissions	297	293	308
WCB Appeal Division Hearings	34	26	28
WCB Appeal Division Submissions	289	282	287
WCB Submissions	411	533	607
Procedural Requests	1,525	1,636	1695
Assistant Activities	4,045	4,350	4497
Appointments	2,867	2,491	2428
Unions/Associations Assisted	96	96	96
Referrals from Minister's Office	62	39	47

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REPRODUCTION**

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LES PAGES REPRODUITES SUR LA FICHE AFIN
D'OBTENIR LA LECTURE DU TEXTE INTÉGRAL**

Legislative Authority:

- *Workers Compensation Act*

Mandate:

Employers' Advisers are appointed under Section 94 of the *Workers Compensation Act* to provide independent advice, assistance, representation and training to employers, potential employers, and employers' associations concerning workers' compensation issues.

Major Clients Served:

- Small and medium size employers, potential employers, and employers' associations

Employers' Advisers Branch

	1998/1999	1999/2000	2000/2001
Budget*	\$1,605,000	\$1,678,000	\$2,102,000
FTEs	20	20	28

*Under Section 94 of the *Workers Compensation Act*, the Ministry's Compensation Advisory Services branches (Employers' Advisers and Workers' Advisers) are funded through recoveries from the Workers' Compensation Board (WCB) Accident Fund.

Major Responsibilities:

- Responding to telephone or written inquiries about workers' compensation legislation, decisions, appeals, and related matters.
- Preparing submissions to the Workers' Compensation Board (WCB), Workers' Compensation Review Board (WCRB), WCB Appeal Division, and Medical Review Panels, and assisting employers in cases involving complex legal, medical or policy matters at inquiries conducted throughout British Columbia.
- Advising employers dealing with the Assessment Department of the WCB regarding new registrations, incorrect classifications, rating problems, cost relief and appeals.
- Assisting employers in dealing with the Accident Prevention Division of the WCB, including presentation before penalty hearings or Appeal Division appeals.
- Conducting training seminars and public speaking engagements on occupational health and safety issues, joint management/worker accident prevention, claims management, understanding assessments, and how to prepare and present appeals.
- Meeting with WCB officials to review and make recommendations to the Policy Department, Executive, and Panel of Public Administrators.

1999/2000 Highlights

- Employer Training/information seminars increased approximately 10 percent over 1998/1999 to 358 seminars of which approximately 60 percent were Bill 14/Part 3 of the *Workers Compensation Act*.
- New training: the Employers' Advisers Office is currently reviewing/developing an introductory information seminar for new employer registrants to the Workers' Compensation System.
- Preliminary review/development of a new training program designed for new entrants to the workforce (high school students).
- Second and third stages of the web page finalised and implementation to commence mid 2000.
- Perrin, Thoreau & Associates completed a review of the Employers Adviser office to provide a three-year budget and business plan for 2000/2001/2002.
- The Office of the Comptroller General completed a most favourable audit of the Employers Adviser Branch.
- The Employers' Advisers Office will undertake a ten-month pilot project to review defunct employer appeals at the Appeal Division level. During this period, data collection will determine the effect, case load and resource requirements to determine future involvement/expansion.
- The Employers' Advisers Office will represent the Industry Group and/or affiliated association in the absence of the defunct employer.

Client Feedback

"A great deal of time and consideration has been afforded to us by this gentleman. The Adviser has demonstrated care, thoroughness and professionalism and, to top it all off, he is also an excellent presenter. As stated, he did an exceptional job of pulling all the facts together and representing us. My colleagues and I are truly grateful regardless of the outcome of the appeal. It is always gratifying to be witness to this kind of dedication and performance by an individual that is not primarily motivated by the presence of their immediate supervisor. Please be sure to pass these comments along and let it be known that the Adviser is a true ambassador for your branch."

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"Not only was the Adviser invaluable in offering his advice, but I must also compliment him on his patience in dealing with me. We, certainly endorse the assistance provided by your department in their dealings with the Workers' Compensation Board of British Columbia."

ACTIVITY SUMMARY

	1997/98	1998/99	1999/2000
Employer Inquiries	87,719	97,879	95,984
File Preparation/Review			
Claims	5,960	6,109	6,278
Occupational Health and Safety	837	858	1,062
Assessments	937	822	1,093
Total	7,734	7,789	8,433
Hearing Attendance			
Review Board	33	43	37
Appeal Division	8	11	5
WCB	55	51	42
Submissions	365	470	442
Training Seminars	252	326	358
Employers Attending Seminars	4,288	6,541	7,948
Active Files	727	724	744

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Labour Relations Division

The Labour Relations Division is the principle liaison between the Labour Ministry and independent agencies such as the Labour Relations Board, the Workers' Compensation Board, and the Industry Training and Apprenticeship Commission. The Division also plays an important role in creating a positive labour relations climate in British Columbia and helping in the resolution of industrial disputes.

The Labour Relations Division facilitates relations between various stakeholders in the labour relations community and provides advice to government on labour relations matters.

The Division is responsible for overseeing implementation of ministerial directives made under the *Labour Relations Code*, such as appointments of Special Mediators and Industrial Inquiry Commissions (Sections 78, 79) and designation of 'essential services' (Section 72).

Special Mediators work with parties to resolve disputes where the normal collective bargaining process has not resulted in a collective agreement. Industrial Inquiry Commissioners are appointed to inquire into, and make non-binding recommendations for resolution of labour disputes or other labour relations matters.

Under the essential services process, parties to a labour dispute apply to the Labour Relations Board for essential services designation. The Board investigates and presents its findings to the Minister of Labour. If the Minister considers that a dispute poses a threat to the health, safety or welfare of the residents of British Columbia, the Minister provides direction to the Board to designate services as essential.

In 1999/2000, Special Mediators were appointed in a number of labour disputes affecting public services and the public interest:

- Office and Professional Employees Union and B.C. Automobile Association - November 1999.
- Canadian Union of Public Employees Local 7000 and B.C. Rapid Transit Company (SkyTrain) - December 1999
- Canadian Union of Public Employees/B.C. Government Employees Union and Colleges
- Canadian Union of Public Employees and Universities - January 2000

Industrial Inquiry Commissions included:

- B.C. Ferry and Marine Workers' Union and B.C. Ferry Corporation - May 1999
 - International Alliance of Theatrical Stage Employees Union, Local 348 (B.C. Projectionists) and Famous Players/Cineplex Odeon - July 1999
 - Canadian Union of Public Employees public school support staff and School Districts - March 2000.
-

Employment Standards Tribunal

	1997/1998	1998/1999	1999/2000
Budget*	\$661,000	\$711,000	\$713,000
FTEs	4	5	5

Major Responsibilities:

The Employment Standards Tribunal was established in November 1995 under Part 12 of the *Employment Standards Act* as an independent body with the legal authority to conduct an appeal of a Determination. Determinations cannot be appealed directly to the Courts.

Appeals are conducted by Adjudicators who are appointed by the Chair of the Tribunal as independent decision-makers to consider the evidence. The decision of the Tribunal's adjudicator is final and binding.

The Tribunal may make a decision on an appeal based either on the written submissions of the parties or following an oral hearing. The Tribunal may also refer an appeal to a Settlement Officer to attempt to resolve the appeal informally.

Parties to an appeal may elect to settle at any point during the appeal process prior to the Tribunal issuing a formal decision, at which point the appeal is withdrawn.

The Tribunal may confirm, cancel or vary a Determination. It may also refer a matter back to the Director of Employment Standards for further investigation.

Parties may request a Reconsideration of a Decision of the Tribunal. If the Tribunal agrees to reconsider its Decision, it will render a new Decision.

Activity Summary:

	1997/1998	1998/1999	1999/2000
Cases Opened	901	835	845
Cases Closed	692	833	796
Written Decisions Published	455	622	267
Files Settled Informally	184	186	128

Legislative Authority:

- *Employment Standards Act*, Part 12
- *Skills Development and Fair Wage Act*

Mandate:

- Decide appeals of Determinations issued by the Director of Employment Standards
- Make independent recommendations to the Lieutenant Governor in Council about exclusions of classes of persons from all or part of the *Employment Standards Act* or Regulation.

Major Clients Served:

- Employers and employees and their representatives
- Minister of Labour and Cabinet
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Settlements (percent of files)

	1997/1998	1998/1999	1999/2000
By Tribunal	9.8	9.3	10.9
At Hearing	3.0	2.8	2.5

31 percent of the Tribunal's closed files have either been settled or withdrawn/abandoned.

Appeals and Requests for Reconsideration Received (percentage by Industry Sector)

	1997/1998	1998/1999	1999/2000
Retail Trade	23	22	19
Restaurant/Food & Beverage	16	14	16
Business & Consulting Services	9	17	12
Construction	14	6	7
Health and Social Services	4	6	6

Appeal and Reconsideration outcomes

To date, the Employment Standards Tribunal has closed 3,371 files, of which 25 percent (861) have been settled or withdrawn/abandoned. 2,342 decisions have been rendered.

Sixty-six percent of the appeal decisions issued by the Tribunal upheld the original Determination by the Director of Employment Standards and 19 percent cancelled the original Determination. The remainder either varied the Determination or the matter was referred back to the Director of Employment Standards.

80 percent of the Decisions rendered on the Requests for Reconsideration have confirmed the original Tribunal decision.

Decision Outcomes (percent)

	1997/1998	1998/1999	1999/2000
Confirm	66	64	69
Vary	22	17	14
Cancel	6	5	7
Refer Back	3	10	9

Agencies, Boards and Commissions

Workers' Compensation Board

The Workers' Compensation Board (WCB) is an independent administrative agency that operates under the authority of the *Workers Compensation Act* and administers the Act for the Ministry of Labour.

The WCB is dedicated to the safety, protection and good health of workers in British Columbia and is funded by employers in industries covered by the Act. The WCB produces its own annual report, which details its activities.

Workers' Compensation Review Board

The Workers' Compensation Review Board (WCRB) is an independent tribunal set up under Sections 89, 90 and 93 of the *Workers Compensation Act* to hear appeals regarding decisions made by the Workers' Compensation Board (WCB).

The WCRB produces its own annual report, which details its activities.

Labour Relations Board

The Labour Relations Board's mandate is to regulate the acquisition of collective bargaining rights, to resolve complaints brought before it under the *Labour Relations Code*, and to assist employers and employees in reaching collective agreements.

The Labour Relations Board (LRB) also produces its own annual report, which provides a comprehensive account of its activities.

Industry Training and Apprenticeship Commission

The Industry Training and Apprenticeship Commission (ITAC) was created in November 1997 as a provincial government-sponsored, industry-driven, arms-length strategic policy board.

ITAC's mandate is to revitalize industry training and apprenticeship in British Columbia, to increase existing apprenticeships and to expand into new occupations.

ITAC produces its own annual report, which details its operations.

Gaming

The gaming industry operates under the authority and direction of the minister responsible for gaming and the British Columbia Lottery Corporation, the British Columbia Gaming Commission and the British Columbia Racing Commission.

Gaming Policy Secretariat

The Gaming Policy Secretariat was formed in April of 1998 to oversee the implementation of provincial gaming policies. The Secretariat coordinates policy and operational issues between the various government gaming agencies and advises on gaming policy, procedure and implementation.

British Columbia Lottery Corporation (BCLC)

The BC Lottery Corporation is a crown corporation reporting to the Minister of Labour. The BCLC is the province's agent responsible for conducting and managing lottery schemes, all electronic gaming, and casinos under section 207(1)(a) of the *Criminal Code of Canada*.

British Columbia Gaming Commission

The B.C. Gaming Commission is an independent commission responsible for the licensing and regulation of charitable gaming under section 207(1)(b) of the Criminal Code. The Commission is responsible for approving charities' access to gaming revenues. It also develops policies and procedures for charitable gaming and is responsible for licensing bingos, social occasion casinos, raffles and gaming events conducted at fairs and exhibitions.

British Columbia Racing Commission

The British Columbia Racing Commission regulates horse racing in the province. The Commission is responsible for ensuring a high standard of integrity in standardbred and thoroughbred racing at the seven racetracks across the province. Its principal role is to ensure all race meetings are conducted properly and the interest of the betting public is protected.

Gaming Audit and Investigation Office

The Gaming Audit and Investigation Office was created in November 1995 under the authority of the Attorney General for British Columbia to make sure gaming in the province is conducted honestly and free from criminal and corruptive elements. The Office is responsible for registering individuals and companies involved in lawful gaming; investigating any occurrence which may be of a criminal nature or may bring lawful gaming into disrepute; and audit and review gaming operations and organizations against standards established by provincial legislation and policy.

1999/2000 highlights

- An end to gaming expansion was announced by government in June 1999. Destination casino applications that had reached approval in principle stage would continue.
 - Government appointed Professor Peter Meekison in June 1999 as an independent advisor to recommend an arms-length process for dealing with proposed relocations of
-

existing facilities. Meekison's terms of reference were later expanded to review all casino applications being considered under the RFP process to verify that criteria and process had been applied properly.

- In June 1999, government announced three new gaming agreements. One, with the Union of B.C. Municipalities, allows local governments to determine if they would permit relocated gaming facilities in their jurisdiction, and the type and extent of casino and bingo gaming they will accept. As well, it sets out a revenue-sharing arrangement with host local governments. The other two agreements, with provincial charities, affirm the \$125 million charitable revenue guarantee.
 - In September 1999, government released a PricewaterhouseCoopers (PwC) review of the B.C. horse-racing sector which made recommendations on ways to improve its viability. Following further consultation with stakeholders, changes to the Horse Racing Regulations were developed that provided greater flexibility in the use of revenue generated through the provincial tax on horse-racing wagers.
 - A broadly based advisory committee was appointed in January 2000 to provide advice on gaming policy and possible legislation. The committee was asked to look at gaming's review processes to ensure a rigorous legal and policy framework.
 - In February 2000, the Meekison report was released, recommending one independent agency oversee all gaming in the province, and recommending the lifting of the freeze on relocating gaming facilities. The freeze was lifted by government, and a bridging policy put in place to consider all relocation proposals pending new legislation.
 - Government also announced an intention to introduce new legislation in Spring 2000.
-

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Communications Branch

	1998/1999	1999/2000	2000/2001
Budget	\$248,000	\$269,000	\$317,000
FTEs	3	4	4

Major Responsibilities:

- To identify opportunities for effective, timely communication of ministry programs and policies.
- To take a leading role in anticipating major issues and to ensure that the Minister is prepared to respond appropriately to questions from the Opposition, the news media, and the public.
- To provide communication planning services that support both the ministry's corporate objectives and the broader, strategic priorities of government with aggressive, effective communication initiatives.
- To design and implement programs, initiatives or strategies that serve to inform the general public about ministry programs, services and policies.
- To provide professional counsel to ministry Executive and program staff in developing communication opportunities and materials and in integrating communications planning with program development and management.
- To develop and maintain cooperative working relationships with client groups in order to promote a better understanding of ministry policies and programs, and to facilitate improved communication initiatives.
- To evaluate the effectiveness of ministry communications.

Mandate:

The Communications Branch provides leadership in the development, implementation and evaluation of all ministry communications, in a timely, cost-effective and consistent manner.

Major Clients Served:

- All areas of the ministry involved in program development and/or delivery
- B.C. Communications Division, other ministries, Office of the Premier
- News media, general public



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- News media, general public

1999/2000 Highlights

- The Communications Branch supported key Ministry and Government initiatives by providing media relations, writing and publications, event planning for announcements and web site development.
 - The Branch developed informational materials and programs around legislative and regulatory changes and worked with a number of program areas in the Ministry to develop and improve information materials and client education programs.
-

Management Services Division

The Management Services Division delivers corporate support services to the ministry, including: financial and administrative services; freedom of information and protection of privacy advice and support; information management; and, human resources services.

Following a government restructuring in February 1996, all management services for the Ministry of Labour were provided by a central division which also provides management services to the Ministry of Education; the Ministry of Advanced Education, Training and Technology; and, the Industry Training and Apprenticeship Commission.

Finance and Administrative Services Branch

Major Responsibilities:

The Finance and Administrative Services Branch is responsible for managing all financial services, facilities and assets for the ministry. This includes:

- Developing and supporting the ministry budgetary process.
 - Providing direction to the ministry regarding financial policies, procedures, financial systems and contracts.
 - Managing accounts payable for the ministry, including reimbursement of staff expenses and supplier and client payments.
 - Managing revenue collection functions.
 - Managing ministry payroll functions.
 - Managing 28 facilities and assets for the ministry.
-

Information and Privacy Branch

The Information and Privacy Branch provides freedom of information and protection of privacy advice to the ministry and agencies, boards and commissions associated with the ministry. It also assists ministry divisions and branches with the implementation of the standard government records management system used to classify, store, and dispose of all records.

Major Responsibilities:

The Branch is responsible for managing all recorded information resources within the ministry, ensuring compliance with the *Freedom of Information and Protection of Privacy Act* (FOIPP); the *Document Disposal Act*; Government Management Operating Policy and associated central agency and ministry policy and procedures. This includes:

- Receiving and processing requests for records in accordance with the FOIPP Act.
 - Providing advisory services on information access and the protection of privacy to senior management.
 - Coordinating the development of Operational Records Classification Systems (ORCS) for all ministry programs.
 - Coordinating the implementation of the Administrative Records Classification System (ARCS) and Operational Records Classification Systems (ORCS) throughout the ministry.
 - Exercising signing authority for applications for storage disposal or transfer of custody of ministry program records.
 - Developing, coordinating and implementing policies and procedures.
 - Delivering related training programs throughout the ministry.
-

Information Management Branch

The Information Management Branch provides comprehensive strategic and operational support services for all ministry activities which include the use of information technology.

The Ministry of Labour is supported by a dedicated unit within the branch which is comprised of a half-time client manager, a senior business analyst and two programmer/analysts. In addition, the Industry Training and Apprenticeship Commission (ITAC) is supported by one programmer/analyst.

The ministry also draws upon the technical breadth and depth of the larger group which also provides management services to the Ministry of Education, Ministry of Advanced Education, Training and Technology, and the ITAC.

Major Responsibilities:

The Labour Systems group is responsible for providing strategic systems planning, information technology budget management, project management and application management services. The Technology Management group is responsible for providing application processing and desktop support services.

Human Resources Branch

The Human Resources Branch is responsible for providing human resources services by assisting staff in each of the three ministries and the Industry Training and Apprenticeship Commission (ITAC), to attract, develop, maintain and manage a competent, responsive and creative workforce that reflects the diversity of the people of British Columbia.

Through the director of the Human Resources Branch, the Ministry of Labour is supported by two dedicated human resources advisors and two human resources technicians. As well, services are provided as needed, by specialists in classification, occupational health and safety, training and employment equity programs.

Major Responsibilities:

The Branch is responsible for:

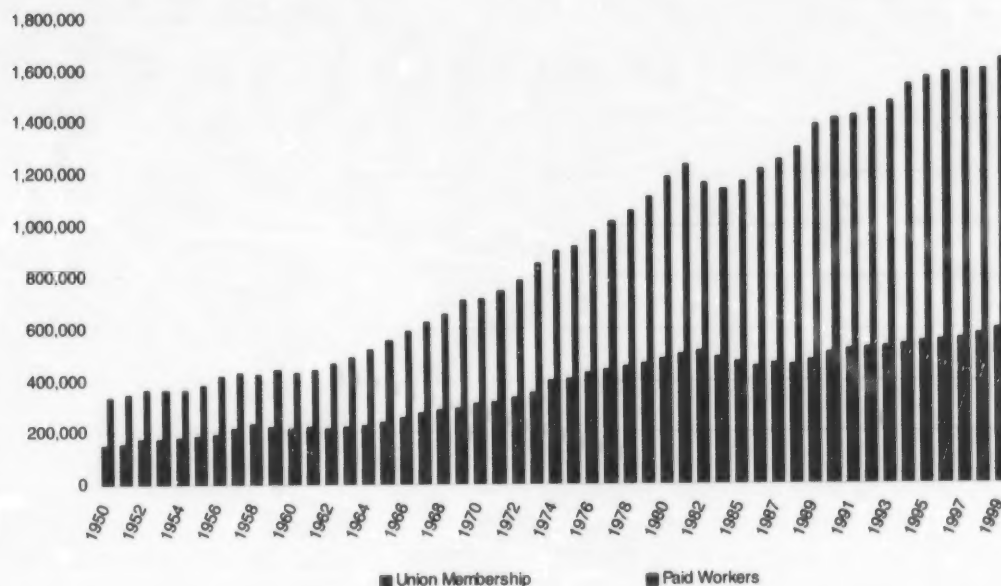
- Providing advisory services to senior management on matters pertaining to the *Public Service Act*, *Public Service Labour Relations Act*, and other related Acts, master and component agreements and the relevant terms and conditions of other employment agreements.
 - Providing advice and consultation of recruitment, employee relations, labour relations, compensation, benefits, organizational planning and design, communication and support for partnerships and human resource planning and policies.
 - Providing specialist human resource functions related to corporate training, occupational health and safety, employee wellness and employment equity programs.
-

B.C. Collective Bargaining Information

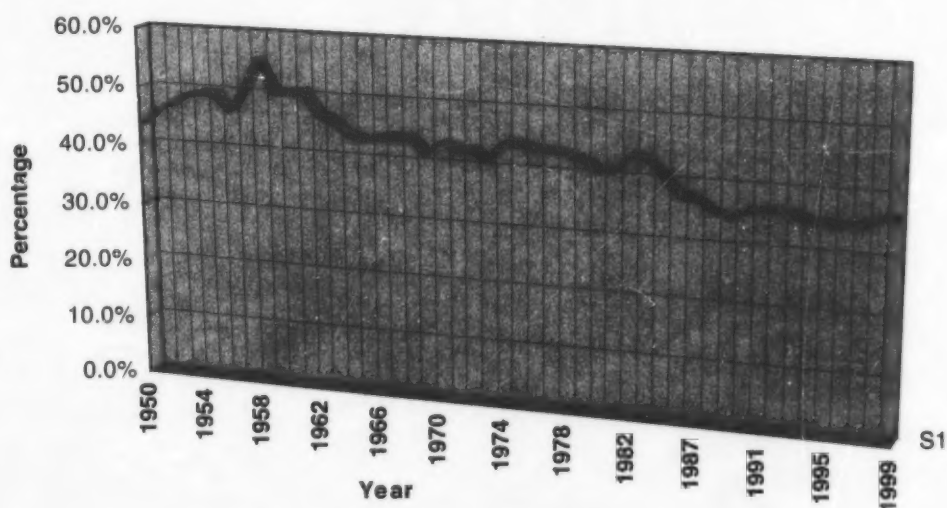
Unions with a membership in British Columbia greater than 5,000

Relative Position 1999	Union	Membership 1999	Relative Position 1998
1	Canadian Union of Public Employees	115,439	1
2	BC Government and Service Employees' Union and Affiliates	68,053	2
3	BC Teachers' Federation	44,791	3
4	Industrial, Wood and Allied Workers of Canada & Affiliates	32,308	4
5	United Food & Commercial Workers' International Union	27,749	6
6	National Automobile, Aerospace ... Workers (CAW)	26,000	8
7	BC Nurses' Union	24,289	5
8	International Brotherhood of Teamsters	19,522	7
9	Public Service Alliance of Canada	13,903	9
10	Office & Professional Employees' International Union	13,018	11
11	Hotel, Restaurant & Culinary Employees' & Bartenders' Union	13,000	10
12	International Union of Operating Engineers	12,125	12
13	International Association of Machinists & Aerospace Workers	11,334	17
14	Communications, Energy and Paperworkers Union of Canada	11,217	13
15	Telecommunications Workers' Union	10,879	14
16	Health Sciences Association of BC	10,729	15
17	United Brotherhood of Carpenters & Joiners of America	9,376	16
18	International Brotherhood of Electrical Workers	9,324	18
19	United Steelworkers of America	8,556	20
20	Canadian Union of Postal Workers	6,455	23
21	Pulp, Paper & Woodworkers of Canada	6,281	22
22	College Institute Educators' Association	6,228	24
23	Laborers' International Union of North America	6,106	19
24	Christian Labour Association of Canada	5,650	21
25	United Association of Journeymen & Apprentices of the Plumbing & Pipefitting Industry of the United States and Canada	5,400	25

Growth of paid workers and union membership - 1950 to 1999



Union membership as a percentage of paid workers - 1950 to 1999



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WORK STOPPAGES IN BRITISH COLUMBIA: Three-year comparison by industry 1997 to 1999

	Stoppages			BC Workers Directly Involved			Duration in Worker Days		
	1997	1998	1999	1997	1998	1999	1997	1998	1999
TOTALS FOR ALL INDUSTRIES	42	41	56	10,606	27,291	28,324	368,068	274,130	227,482
PROVINCIAL	41	39	51	10,416	27,056	22,917	364,209	256,519	194,065
FEDERAL	1	2	5	190	235	5,407	3,799	17,611	33,397
GOODS PRODUCING	16	13	11	5,596	3,028	2,093	300,997	222,415	29,686
Agriculture	0	0	0	0	0	0	0	0	0
Forestry	0	0	0	0	0	0	0	0	0
Fishing, Hunting	0	0	0	0	0	0	0	0	0
Mining & Oil & Gas Extraction	1	0	0	240	0	0	137	0	0
Utilities	0	0	0	0	0	0	0	0	0
Construction	4	0	0	390	0	0	7,176	0	0
Manufacturing	11	13	11	4,966	3,028	2,093	293,684	222,415	29,686
SERVICE PRODUCING	26	28	45	5,010	24,263	26,231	67,011	51,715	197,776
Trade	3	4	3	71	49	48	1,520	1,489	1,759
Transportation/Warehousing	4	2	8	1,180	191	6,011	5,228	15,016	32,465
Information/Cultural Industries	1	3	5	5	191	1,281	510	3,963	17,895
Finance / Leasing ¹	1	2	2	21	156	155	987	3,006	1,665
Professional/Scientific ²	0	0	0	0	0	0	0	0	0
Management ³	0	0	0	0	0	0	0	0	0
Administrative Support ⁴	0	0	0	0	0	0	0	0	0
Educational Services	1	4	6	657	1,331	4,523	627	1,001	16,396
Health Care/Social Assistance	8	5	3	820	20,148	10,728	21,721	8,855	58,529
Arts, Entertainment & Recreation	1	1	0	25	25	0	657	411	0
Accommodation, Food Services	3	3	7	61	572	913	1,181	8,174	9,976
Other Services	0	1	5	0	100	467	0	1,200	29,341
Public Administration	4	3	6	2,170	1,500	2,154	34,580	8,600	27,750

(a) Preliminary

1) Finance, Insurance, Real Estate & Rental and Leasing

2) Professional, Scientific and Technical Services

3) Management of Companies and Enterprises

4) Administrative support, Waste Management & Remediation Services

Source: Labour Policy and Program Development Branch, Ministry of Labour

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GOODS PRODUCING	16	13	11	5,596	3,028	2,093	300,997	222,415	29,686
Agriculture	0	0	0	0	0	0	0	0	0
Forestry	0	0	0	0	0	0	0	0	0
Fishing, Hunting	0	0	0	0	0	0	0	0	0
Mining & Oil & Gas Extraction	1	0	0	240	0	0	137	0	0
Utilities	0	0	0	0	0	0	0	0	0
Construction	4	0	0	390	0	0	7,176	0	0
Manufacturing	11	13	11	4,966	3,028	2,093	293,684	222,415	29,686
SERVICE PRODUCING	26	28	45	5,010	24,263	26,231	67,011	51,715	197,776
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Management ³	0	0	0	0	0	0	0	0	0
Administrative Support ⁴	0	0	0	0	0	0	0	0	0
Educational Services	1	4	6	657	1,331	4,523	627	1,001	18,396
Health Care/Social Assistance	8	5	3	820	20,148	10,728	21,721	8,855	58,529
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Accommodation, Food Services	3	3	7	61	572	913	1,181	8,174	9,976
Other Services	0	1	5	0	100	467	0	1,200	29,341
Public Administration	4	3	6	2,170	1,500	2,154	34,580	8,600	27,750

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